

EMERGENCY COMMUNICATIONS SPECIALIST I

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs responsible technical work dispatching law enforcement and other agencies, equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under direct supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving, classifying, processing and dispatching emergency service calls; receiving, recording and forwarding non-emergency service calls; preparing and maintaining records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Receives, screens, processes and monitors emergency 911 calls from the public and other police/public safety agencies by radio and telephone; evaluates, categorizes and prioritizes calls; determines location of incidents and confirms jurisdiction of requests.
- Dispatches appropriate agency personnel to incident locations; determines nature of emergency, type of responder needed, number of units needed and nearest available units; dispatches law enforcement units, fire fighters, ambulances, wreckers, breathalyzer operators, VDOT, utility crews or others as appropriate; coordinates services/actions with other fire/rescue and law enforcement agencies.
- Operates telephones, communications equipment and computers associated with police, fire, rescue and emergency medical communications; operates general office equipment such as a typewriter, printer, copy machine, facsimile machine, shredder or calculator.
- Maintains communications with all parties involved in emergency situations; monitors status/location of responding emergency units; assists emergency personnel in locating addresses; provides pre-arrival medical instructions as appropriate; conveys information between callers and emergency personnel, general public, public safety agencies, utilities, businesses, alarm companies, department personnel or other individuals/agencies; responds to requests from officers for backup, emergency units, information or other assistance; notifies hospitals of major accidents.
- Responds to non-emergency calls from the public or other individuals; directs callers to various agencies as appropriate; takes/relays messages for department employees or other departments; pages various county personnel as needed.
- Responds to requests from authorized individuals for license plate, driver's license, missing/wanted person, criminal history, warrant, location of individual, stolen property, telephone number, or other information.
- Performs general cleaning/maintenance tasks associated with maintaining work areas.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings; ability to type at a reasonable rate of speed; ability to speak distinctly; ability to operate all communications equipment proficiently; ability to deal courteously with the public and public safety personnel under stressful conditions; proficient skills in call taking; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and 12 months experience as an Emergency Specialist Trainee or equivalent.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession and maintenance of NCIC/VCIN, CPR, EMD certification and Basic Dispatch.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.